Cloud5 Managed Services

Managed Service Desk

Cloud5's Managed Service Desk empowers properties to operate more efficiently and effectively by offering a wide range of IT support services that meet the challenges and requirements of the hospitality industry. Our team of agents is available 24/7 to help hotels with everything from basic day-to-day IT tasks, to trouble shooting and issue resolution to critical IT projects. Workstations, servers, devices, and so on – if hotels have them, our Managed Service Desk can support them.

Bottom line? We help hotels offload the support, maintenance, and management of common IT tasks, so their internal IT teams can focus on more mission critical initiatives, and nothing falls through the cracks. As a result, hotels get a dedicated resource that knows their business and delivers cost significant efficiencies – it's a win-win.

Why Cloud5 for Managed Services?

- 20+ years of hospitality technology expertise
- Only technology solutions provider with the ability to manage the full stack hotel IT and communications: WIFi, Voice, Contact Center, and Managed Services
- In-house engineering expertise and Network Operations Center (NOC)
- 24/7/365 support
- ServiceNow ticketing instance or seamless integrations

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MANAGED SERVICE DESK OFFERINGS

Onboarding

Every engagement begins with a customized onboarding. Cloud5 will assign a specialized onboarding team to coordinate all required activities and ensure a smooth transition to our service desk. A dedicated project manager will coordinate all onboarding efforts and assign additional subject matter experts as needed, based on the client's scope of services. Services include (but are not limited to):

- Project plan development and ongoing management

- An onboarding Microsoft Teams site for collaborative document sharing and file uploading

- ServiceNow set up and configuration

- Contact center set up and configuration

- Data migration to include property specific information

- Client's standard operating procedures review

- Knowledge base development

- Installation of all required software, based on the client's scope of services

- Standard daily and monthly report review and verification

- Pre-go live training for both clients and service desk associates

MANAGED WORKSTATION SUPPORT

Cloud5 provides a comprehensive suite of services for managing and supporting a hotel's workstations:

- **Incident Management:** Responding to and resolving unplanned interruptions to IT services or a reduction in the quality of IT services.

- **Vendor Management:** Collaborating with the vendors to ensure that they are responding to critical day-to-day needs.

- **Email Administration:** Overseeing the full lifecycle of email account management, from creation and setup to troubleshooting and maintenance.

- **User Administration:** Managing user accounts and permissions.

- **Knowledge Base Management**: Maintaining and updating a knowledge base of IT information, such as FAQs and troubleshooting guides.

- **Problem Management:** Effectively identifying and resolving the underlying causes of IT disruptions, so that they do not recur.

- **Service Request Fulfillment:** Completing requests for changes to IT services or access to IT resources.

- **Property Documentation Management**: Ensuring that all property-specific, IT-related documentation is accurate and kept current.

- **Client Relationship Management:** Proactively communicating with corporate IT team and property teams to ensure that services are delivered to the agreed standard and that individual needs are met.

MANAGED SERVER SUPPORT

Cloud5 provides a comprehensive suite of services for managing and supporting a hotel's server infrastructure:

- **Incident Management:** Responding to and resolving escalated incidents - unplanned interruptions to server services or a reduction in the quality of IT services.

- **Vendor Management:** Collaborating with vendors as needed to ensure they have escorted access to the servers as required to troubleshoot specific software applications.

- **Performance Management:** Monitoring and managing server performance to identify and resolve any performance issues.

- **Knowledge Base Management:** Maintaining and updating a knowledge base of IT information, such as FAQs and troubleshooting guides

- **Problem Management:** Effectively identifying and resolving the underlying causes of server disruptions, so that they do not recur.

- **Proactive Support:** Monitoring servers for potential problems and taking steps to prevent them from occurring.

- **Server Maintenance Support:** Performing routine maintenance tasks on servers.